

# Revitalizing Customer Service through Student Leadership

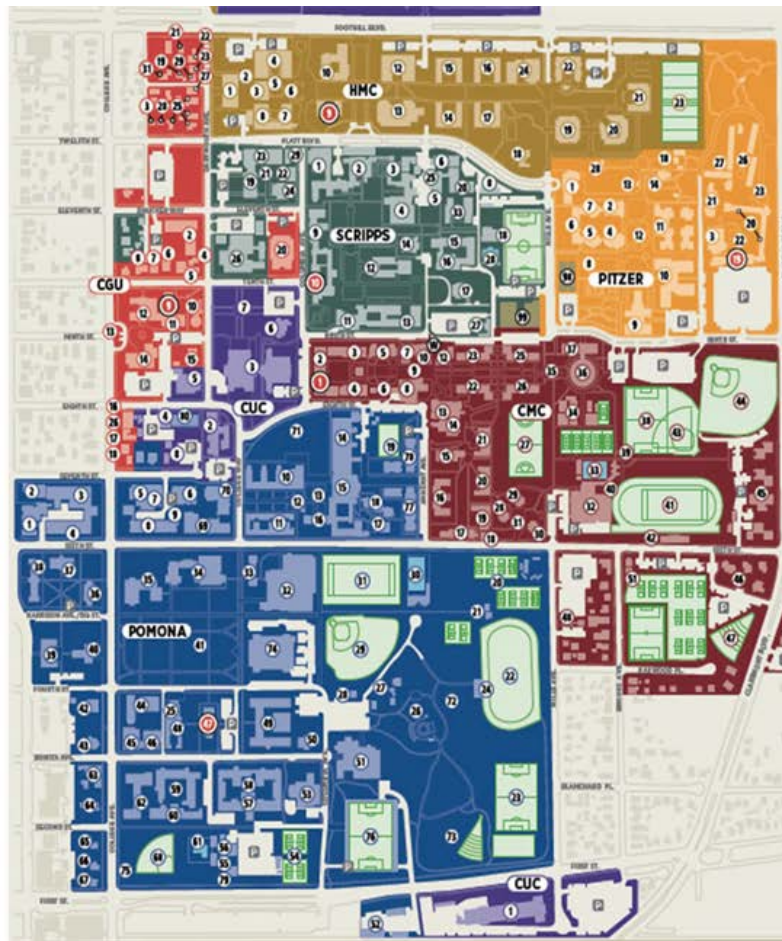


David Bolinger | User Experiences Manager

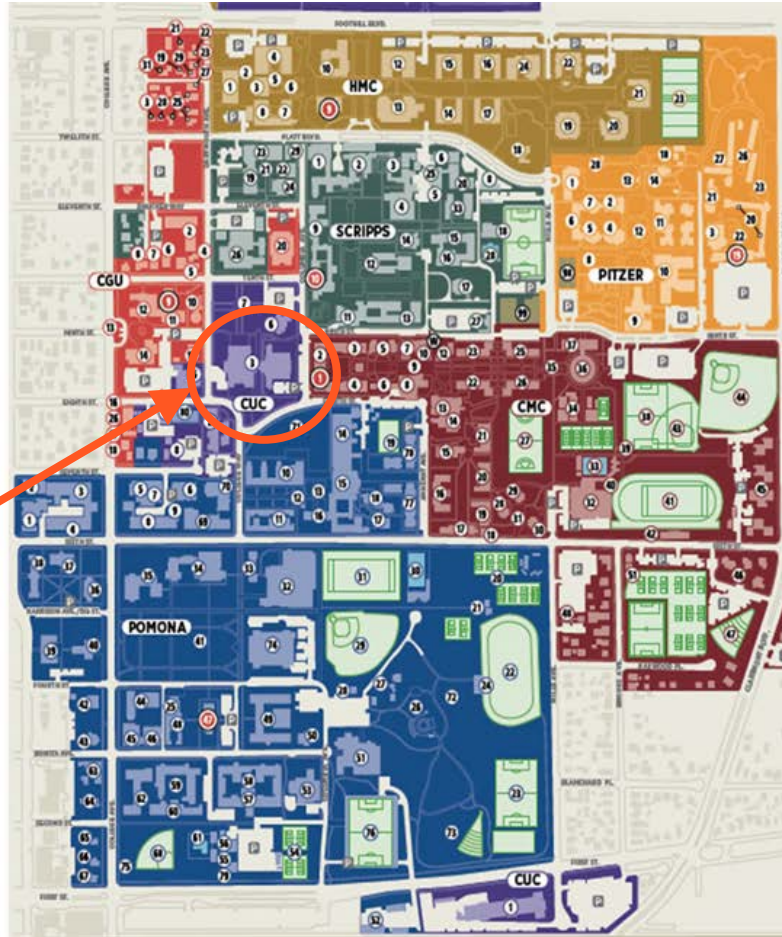
Micquel Little | Director of User Services and Resource Sharing

Claremont Colleges Library | Claremont, CA

# The Claremont Colleges



# The Claremont Colleges



5 Undergraduate  
Colleges  
2 Graduate Institutions

1 Library

Total FTE - approx 7,500

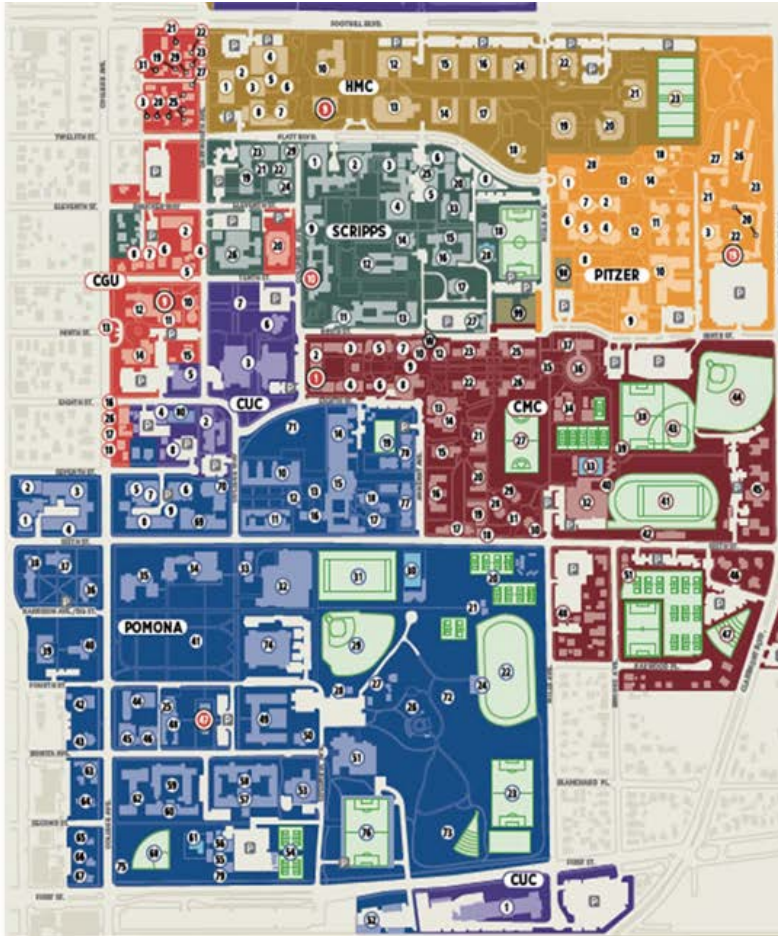
# Claremont University Consortium

Library

Campus Safety

Facilities

IT Support

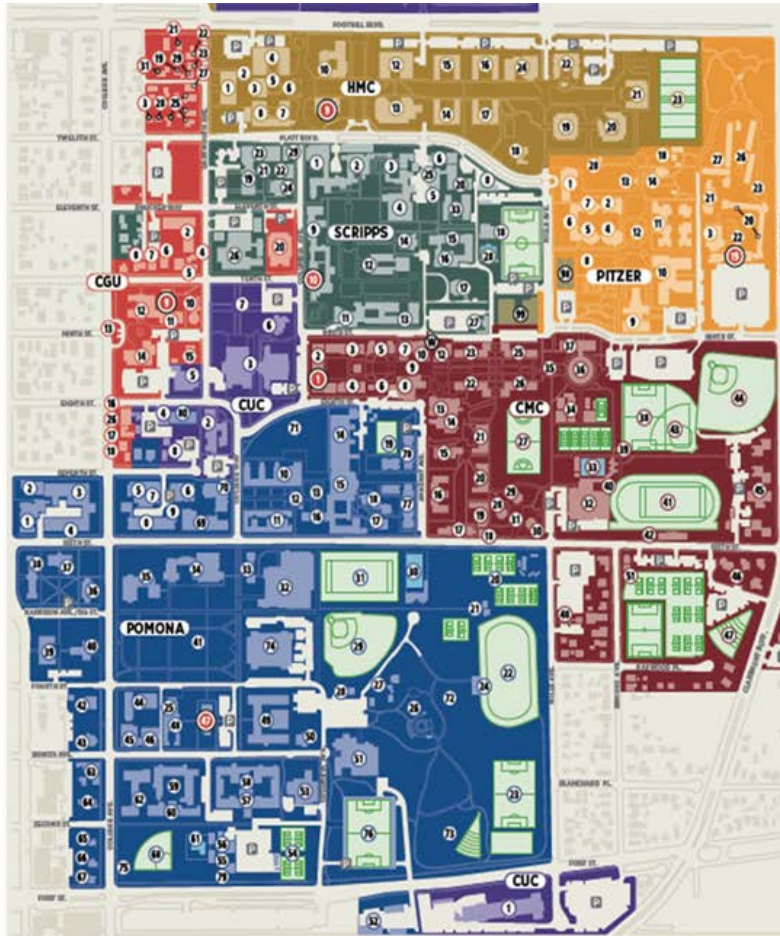


# Claremont Colleges Library

- Dean - 2 years
- Associate Dean - 1 year
- Organizational Restructure - 1 year
  - 4 Divisions
    - User Services & Resource Sharing
    - Research, Teaching & Learning
    - Information Resources & Systems
    - Special Collections & Archives
- Strategic Plan - 6 months





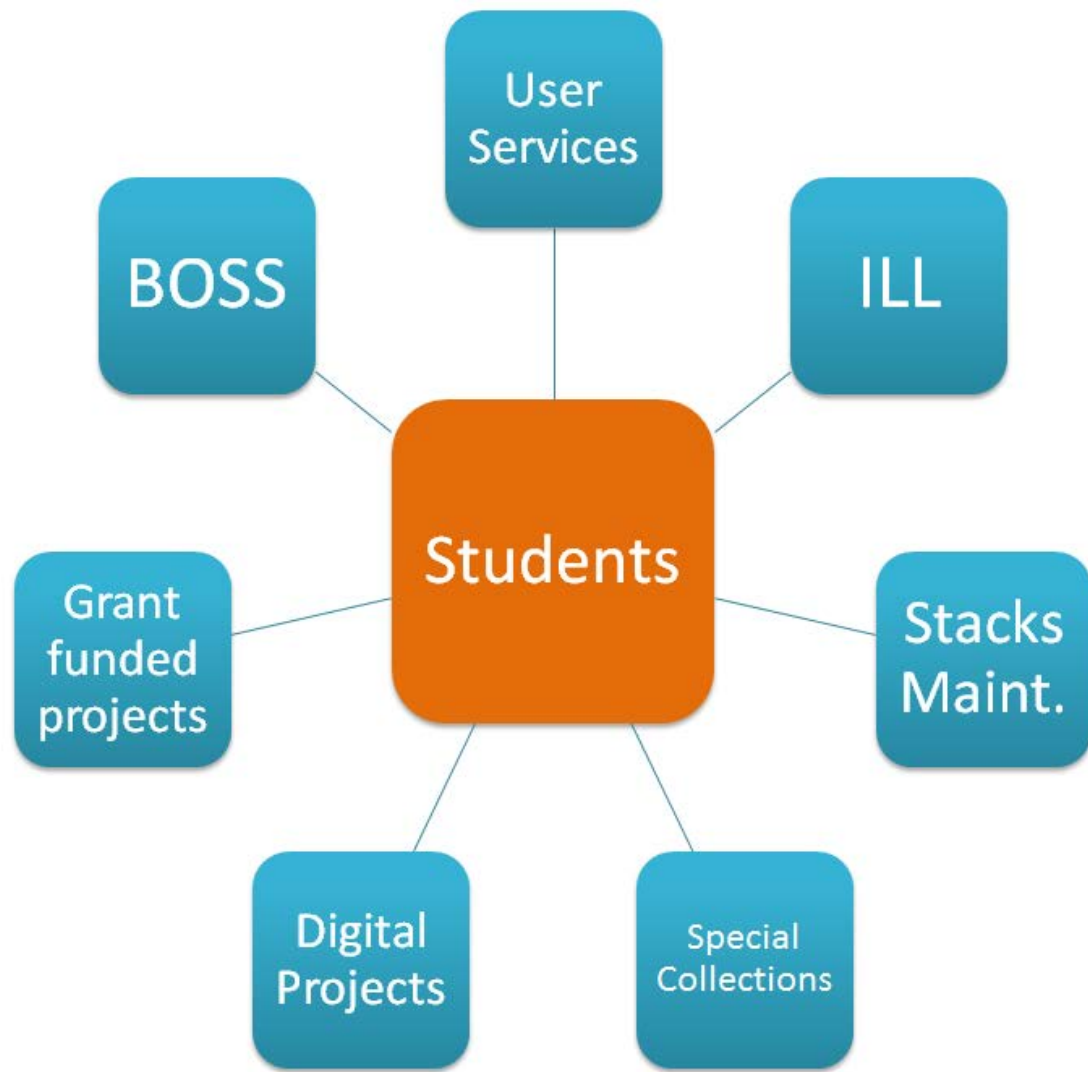


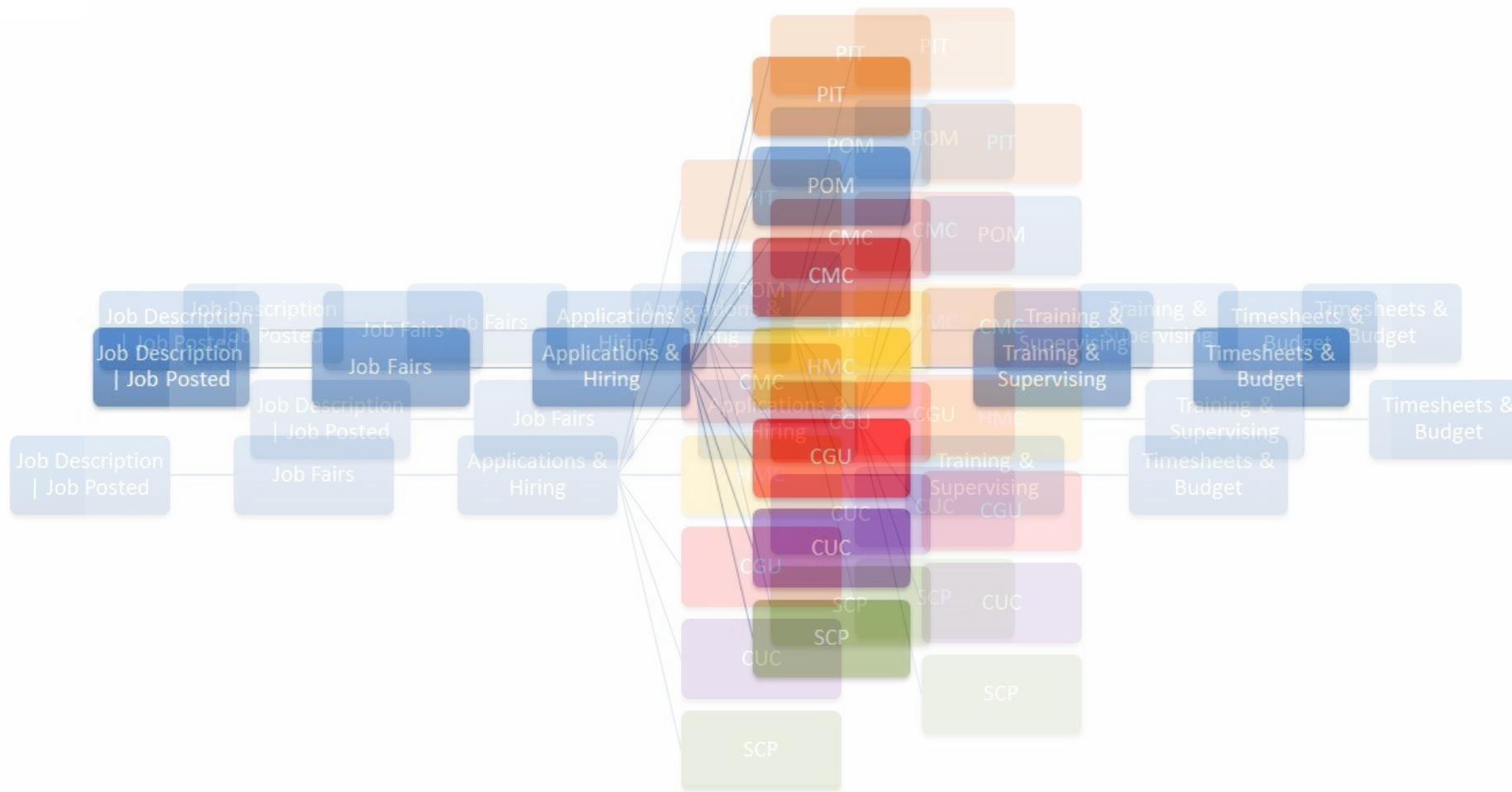
## Student Workers

7 College Work Study processes

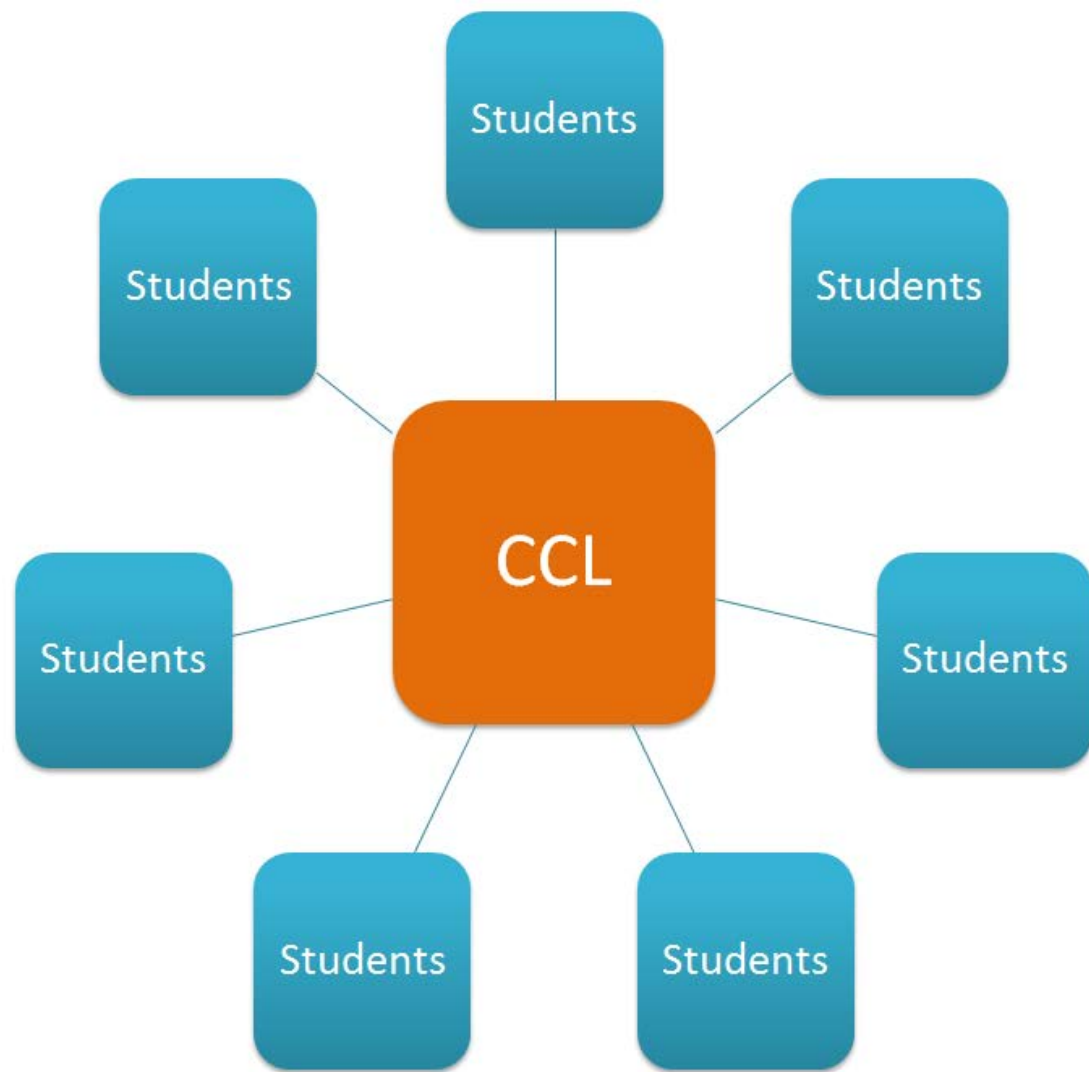
8th CUC Student process

“Off Campus Position”

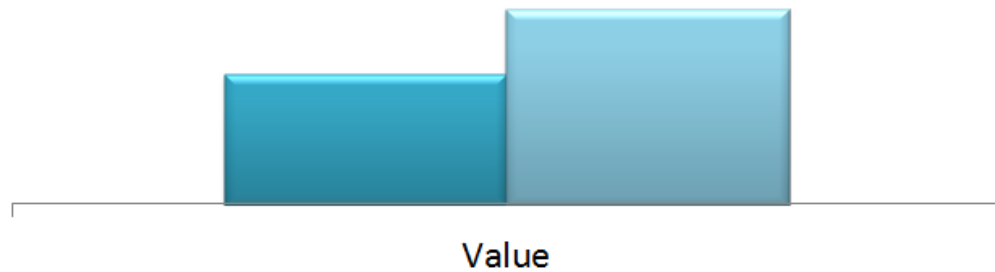








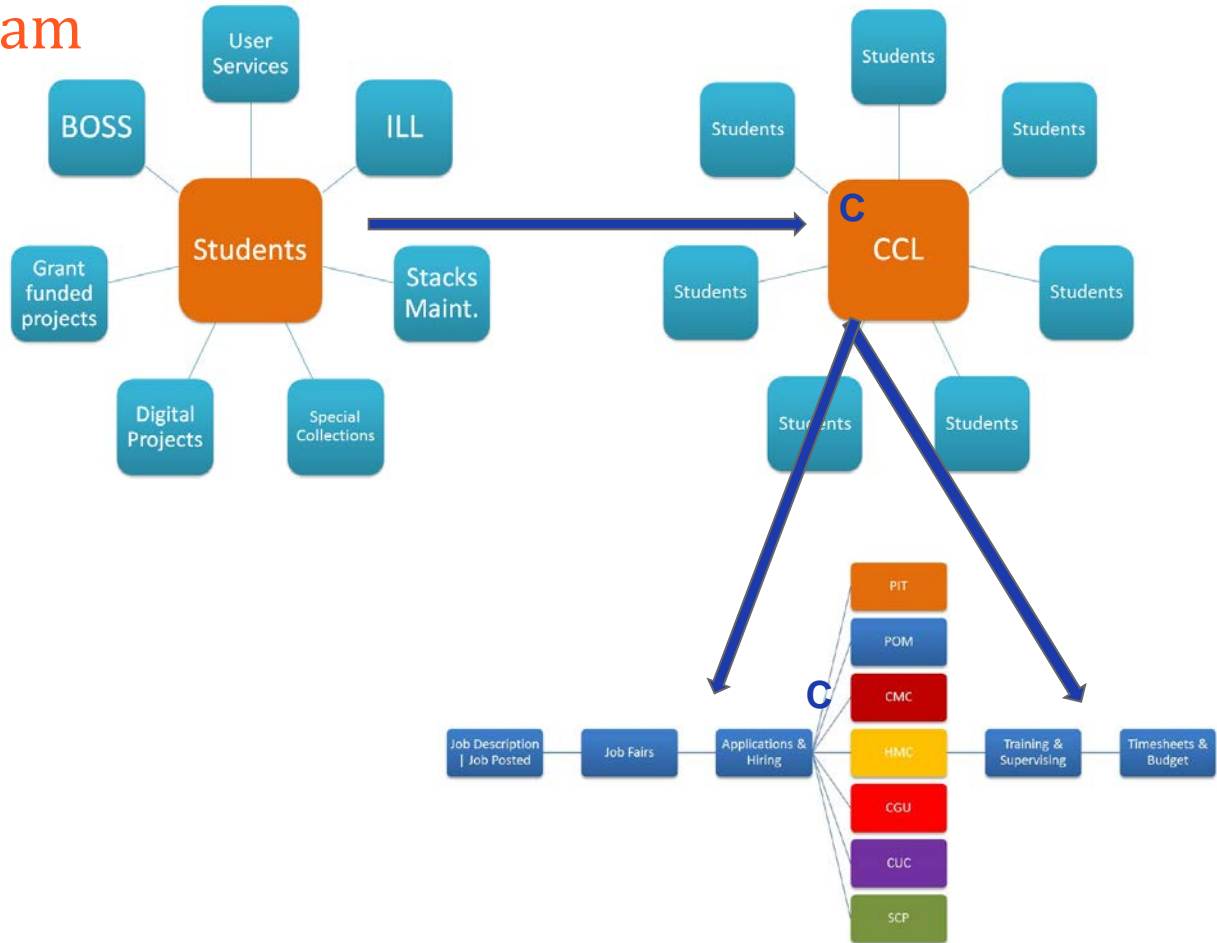
■ Student ■ Library



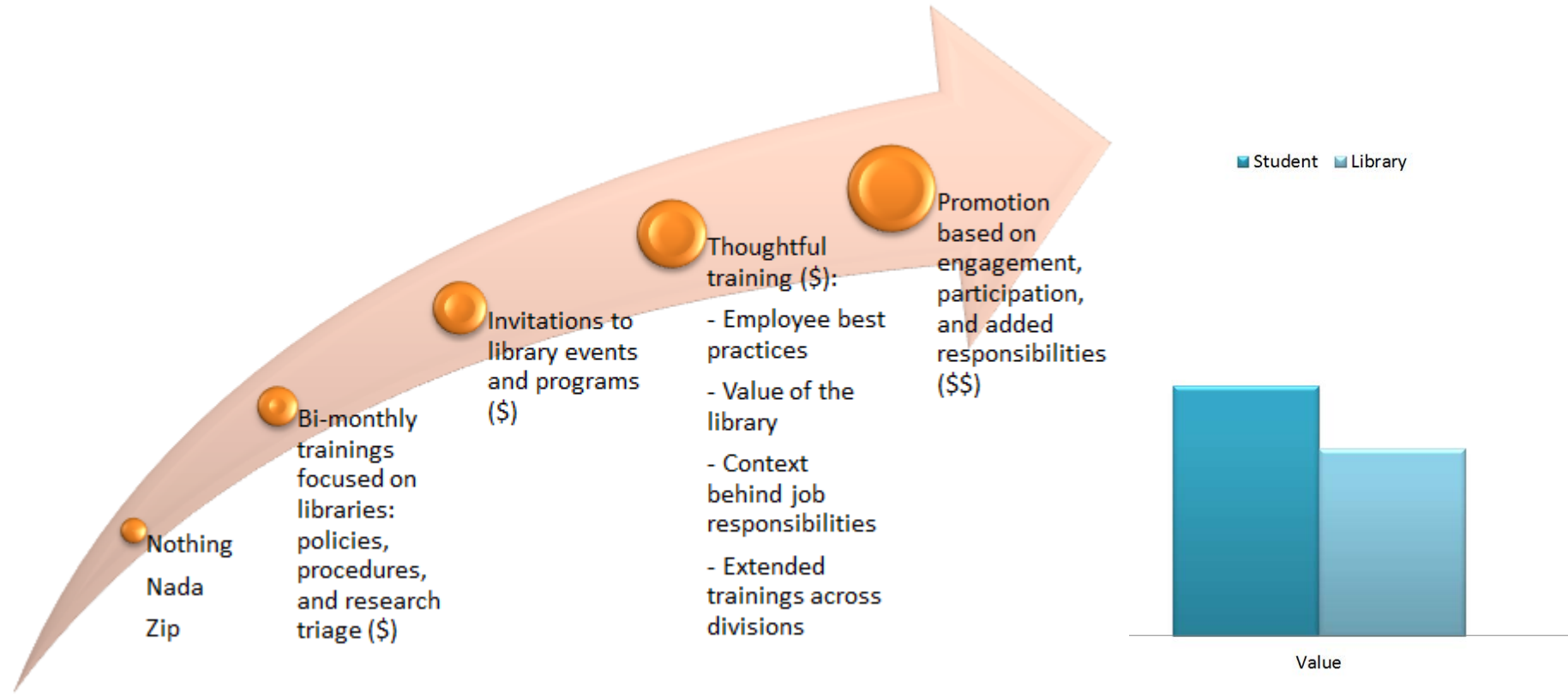
# Student Worker Program Coordinator

- Strong Collaboration
- Library wide value overlay
- Point Liaison
- Budget transparency and flexibility
- Supervisors and students aligned with interests and skills

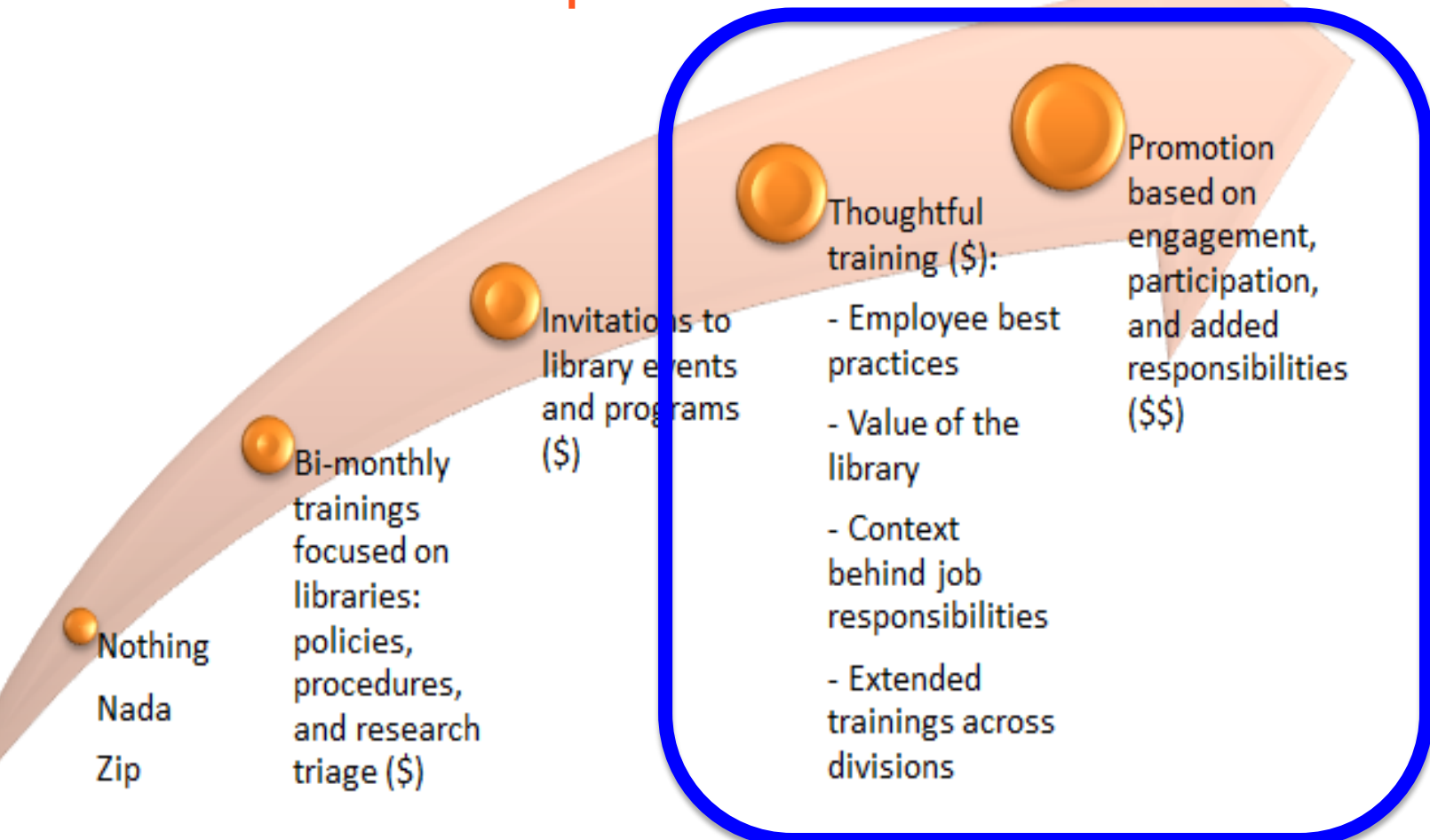
■ Student ■ Library



# The Student Experience: Interview to Resume

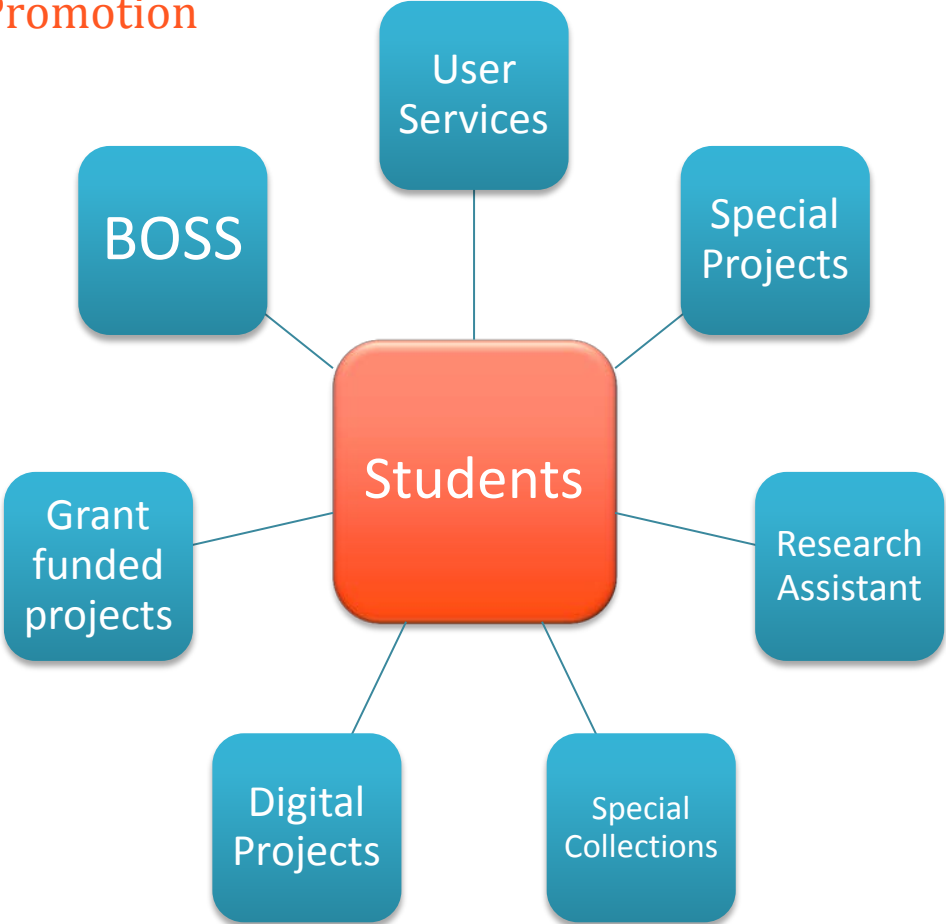


# The Student Experience: Interview to Resume

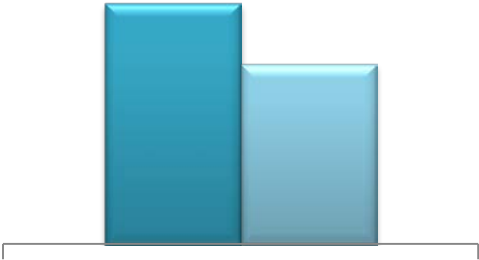




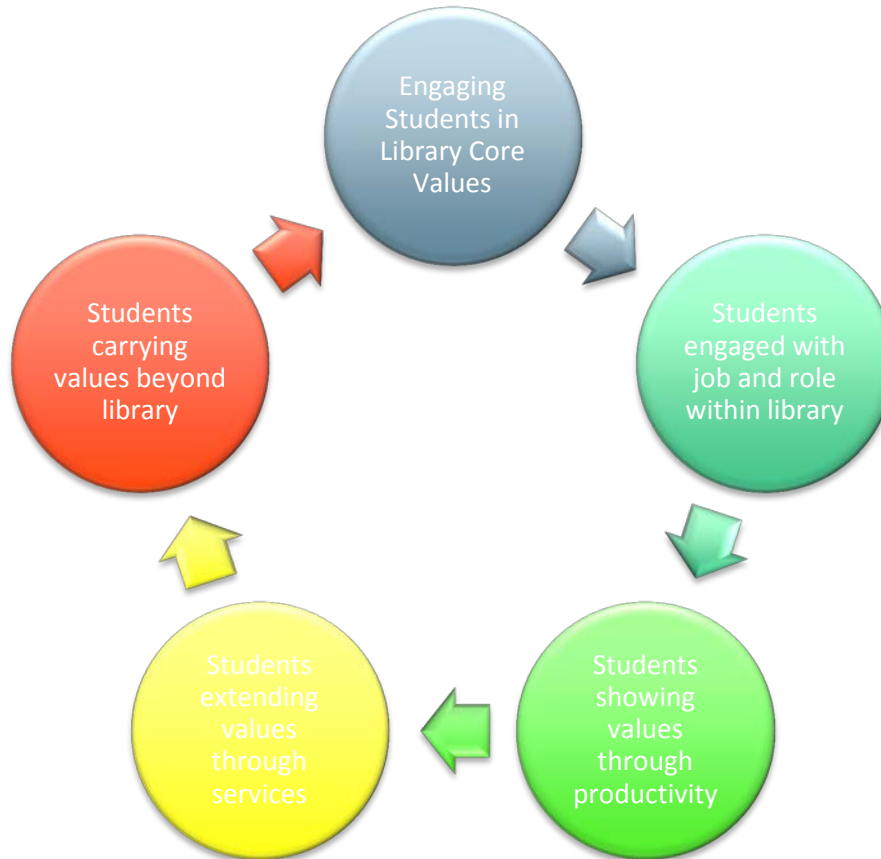
Training and Promotion



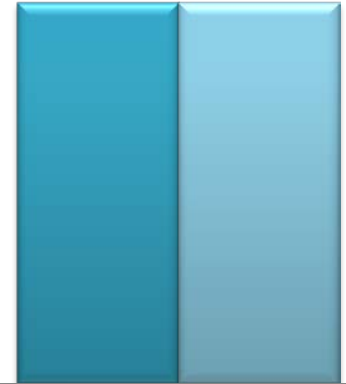
■ Student   ■ Library



# Engaging in Core Values



■ Student ■ Library

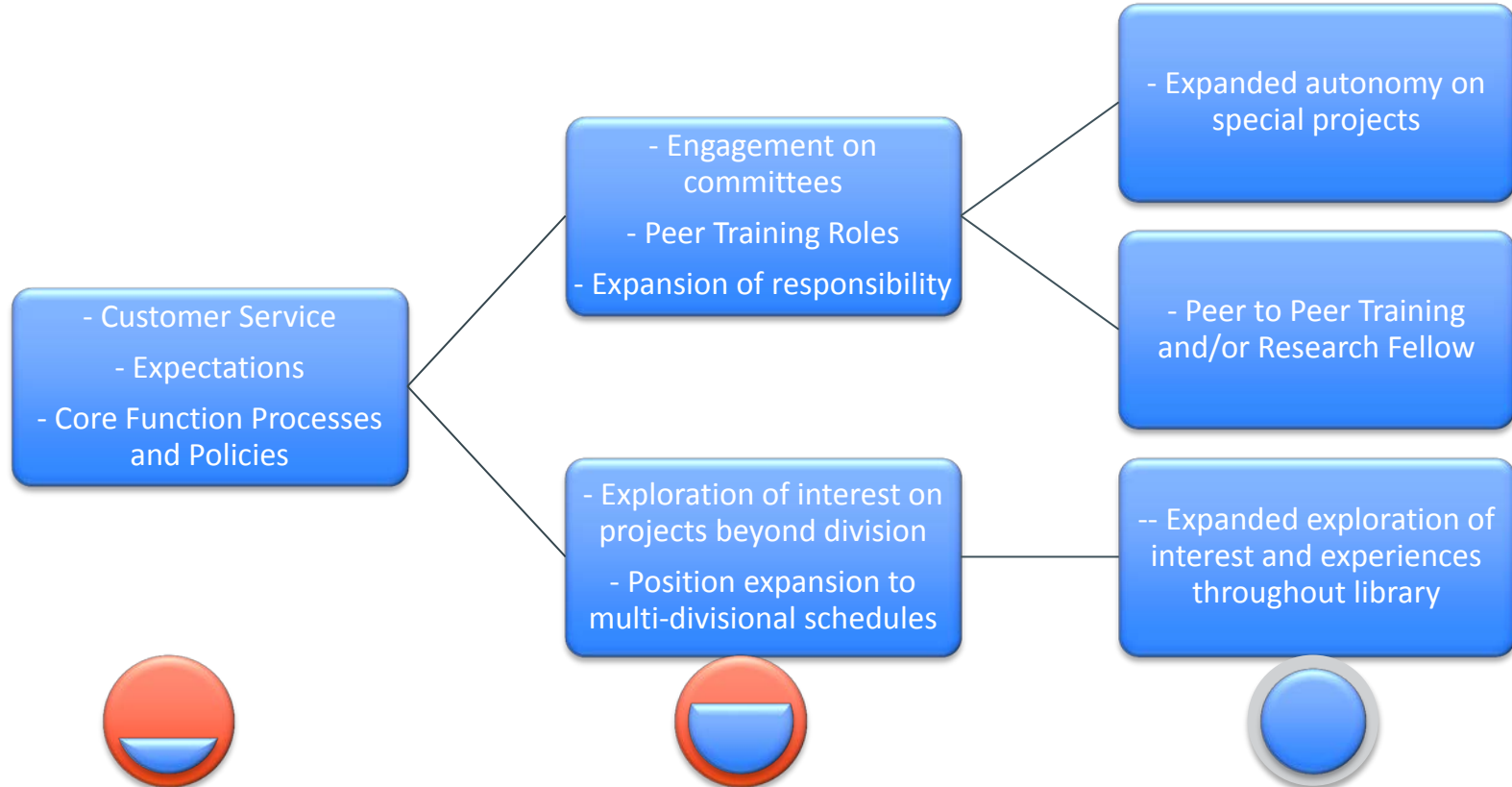


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# Level 1

# Level 2

# Level 3



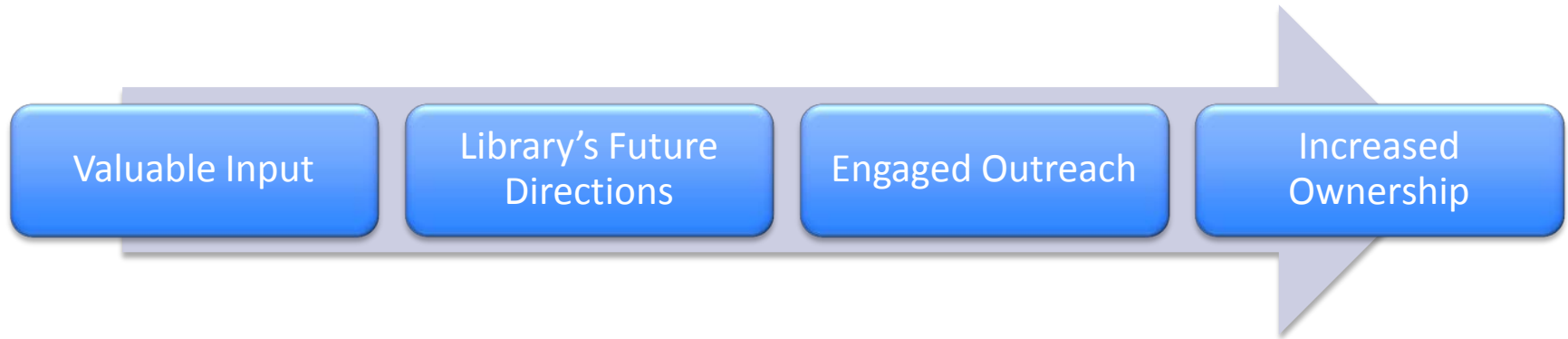
# Influential Leaders



- Trust and Empowerment
- Mentorship
- Dean's Action Council on Diversity and Inclusiveness (DACDI)
- Board of Student Stakeholders (BOSS)
- Library Undergraduate Research Award (LURA)
- The Website Redesign Project (TWeRP)
- Claremont Discourse
- Search Committees
- Project Committees

## Strategic Plan Goal (4.3.5):

*Transform our student assistant program to become more user-centered, service driven, and peer-to-peer oriented. Consider our student workers to be staff members. Solicit, utilize, and value their input into improving library resources and services*





# Next Steps

- Continued Collaborations
- Assessment
- Engaged feedback
- Expanded services and programs
- Peer to Peer models



# Questions



**Thank You!**